



## Emergency Housing Voucher Service Fee Request Form Instructions

### PURPOSE:

Emergency Housing Voucher (EHV) households may be eligible for “Service Fees” and other community resources to assist in securing stable housing within their search term. Eligible expenses include security deposits, utility deposit/arrears, application fees, one-time move-in expenses, and essential household items. THN has partnered with TDHCA to act as a fiduciary agent for these Service Fees. Referring agencies, property providers, and EHV households can use the following form to request direct payment for eligible and approved expenses.

### DIRECT PAYMENT PROCESS:

At the top of the form, please indicate whether you are an agency, property provider, or other stakeholder. Complete the form and email it to [ehvservices@thn.org](mailto:ehvservices@thn.org). If you are a property requesting payment, we will also need a completed [W9 form](#). Please notify us if you need to request another means to submit forms. We definitely want to make accommodations as we are able to help expedite the process. Additional supporting documentation may be required depending on the service fee category you are requesting for.

### INSTRUCTIONS:

**“Service Fee Paid on Behalf of” Section:** Enter the name of the EHV voucher recipient and the Tenant ID for this recipient, which can be found on the EHV documentation from TDHCA. Also provide the address of the unit the voucher recipient will be leasing.

**“Payment Remitted To” Section:** Please specify exact name of individual or entity to receive the payment. Provide current contact information for the individual responsible for providing any supporting documentation that may be requested (e.g., lease, receipts, bills, etc.).

**“Payment Option Preference” Section:** Specify whether payee prefers to receive payment by check or credit card.

**“Service Fee Category” Table:** Specify up to three eligible service fees for direct payment or reimbursement. Enter the amount in the boxes on the right. The total will be automatically calculated.

**W9 Form and Supporting Documentation:** If you are a property requesting payment, a completed [W9 form](#) is ***required*** and should be attached with this request form. Additionally, supporting documentation ***will be required*** to verify each amount requested based on the service fee category. Examples include lease or contract copies that show the standard application fee amount for tenants, utility billing statements showing the amount of arrears, official receipts, etc. Please attempt to include supporting documentation when you submit the request form to help expedite the payment. Click the boxes on the form to specify what you have attached with the request form.

**Signature:** Sign and date the form and submit to us at [ehvservices@thn.org](mailto:ehvservices@thn.org) (or by other arranged means if necessary).

**\*\*\*If you have any questions, please contact [ehvservices@thn.org](mailto:ehvservices@thn.org)\*\*\***



**Expectations for Agencies Referring Individuals to EHV Program:**

- Provide support/advocacy to the EHV applicant as needed
  - Examples include providing transportation to view rental units, advocating for applicant as they interact with property owners, etc.
- Assist EHV applicants in obtaining housing by communicating their needs to THN promptly
- When funding is being requested for EHV applicants, agencies will provide on-ground support to legitimize Service Fee requests
- When possible, assist THN in collecting supporting documentation from properties and 3<sup>rd</sup> party vendors that are requesting direct payments for EHV
- Attend lease signing with EHV applicant